

Title 32: Rehabilitation Services
Part 4: AbilityWorks
Subpart 2: Client Handbook

AbilityWorks, INC.
Resources that Work for Mississippi Business



Client Handbook

MISSION STATEMENT

It is the mission of AbilityWorks, Inc. of Mississippi to provide an appropriate and timely program of comprehensive rehabilitation services for people with disabilities that will result in improved quality of life and employment opportunities.

AbilityWorks, Inc. is just one of many special programs operated under the Office of Vocational Rehabilitation, a division of Mississippi Department of Rehabilitation Services, to meet the needs of eligible individuals with disabilities. AbilityWorks is a work training program for individuals with disabilities and is NOT A JOB!

GOAL OF ABILITYWORKS

AbilityWorks, Inc. is a special program to help people with disabilities/problems. Here are the kinds of help that are available:

- Assessment (vocational evaluation) – the purpose of assessment is to find out if you can work, and if so, what kind of jobs you like and can do. It will also help determine what you need to go to work and how to maintain employment. This is accomplished by providing counseling, testing, and observation of you while on a job(s).
- Work Adjustment – the purpose of work adjustment is to focus on what areas that you need to perform better in to maintain employment. Some areas of focus are usually work speed, dress, work quality, attendance, etc. This is accomplished by providing counseling, group/individual class participation, and real work scenarios on or off site.
- Job Placement – the purpose of job placement is to help you locate an area business that offers jobs that interest you and that you can also perform and how to apply. This is accomplished by teaching you how to properly fill out a job application, how to interview for a job as well as how to keep a job.

During the Assessment and Work Adjustment phases, your Evaluator will help you determine what your needs are, what kind of services should be provided, and will write out a service plan to assist you in meeting your individual needs. You will need to work hard to accomplish the goals that have been set.

The service plan will explain which services are needed, how much time is anticipated to accomplish the goal(s), as well as who is responsible for providing those services.

AbilityWorks, Inc. contracts with local industries and small businesses to produce goods/services. By doing this, we can provide you with real work to complete. All services provided by AbilityWorks are time limited and the type of service provided is based upon your individual needs.

STAFF QUALIFICATIONS

All AbilityWorks, Inc. staff members meet the job requirements of AbilityWorks, Inc., the Human Resources Department of the Mississippi Department of Rehabilitation Services, and the Mississippi State Personnel Board.

Staff members receive additional training in the following areas:

- Working with individuals with disabilities
- Cultural diversity
- Sexual harassment
- Managing individuals with violent and aggressive behaviors
- CPR (including defibrillator operation)
- First Aid
- Blood Borne Pathogens/Infectious Diseases
- Fire Suppression
- Defensive Driving
- Proper Lifting Techniques
- Forklift Driving/Safety

NON-DISCRIMINATION

AbilityWorks, Inc. and Vocational Rehabilitation does not discriminate based on race, color, age, sex, religion, disability or national origin in providing services.

MISSISSIPPI CLIENT ASSISTANCE PROGRAM

This is a program within the Mississippi Coalition for Citizens with Disabilities to help clients of Vocational Rehabilitation if they have problems getting services for which they are eligible. Any person needing help of this kind may contact the Mississippi Client Assistance Program (MS CAP), 2 Old River Place, Suite M, Jackson, MS 39202-3435, or telephone 601-969-0601, or toll free at 1-800-721-7255.

DRUG FREE WORK-PLACE POLICY

It is AbilityWorks, Inc. and the Office of Vocational Rehabilitation policy to provide a drug-free work environment for our clients as mandated by the Drug-Free Workplace Act of 1988. You must agree not to unlawfully make, possess, use, hand out, buy, sell, or be under the influence of illegal drugs or controlled substances. The unlawful presence of illegal drugs or controlled substance in the workplace jeopardizes your health and safety, as well as the health and safety of

other employees, our customers and/or members of the public. Clients in violation of this policy will be removed and/or terminated from program participation.

FRATERNIZATION AND SEXUAL HARASSMENT

All AbilityWorks, Inc. clients, non-clients, and state employees expect a workplace free from fraternization and sexual harassment. Fraternization consists of romantic relationships between peers and/or supervisors which are discouraged to maintain professional behavior while on premises. Sexual harassment may consist of requests for sexual favors, unwelcome sexual advances, threats, actual bodily contact, or other deliberate verbal or physical conduct of a sexual nature. This behavior is also unacceptable at AbilityWorks, Inc.

Reporting any incidents of fraternization and/or sexual harassment should be directed to your immediate supervisor or to the AbilityWorks Facility Manager.

Charges of sexual harassment against you will result in your case being terminated from AbilityWorks, Inc. and you may face legal prosecution. Should you file a charge of sexual harassment you will not face any financial, other exploitation, or any retaliation.

VISITOR POLICY

You may have a visitor during breaks and lunchtime on occasion. Visitors are not allowed in the workshop. They are to report to the front office of AbilityWorks, Inc. and you will be notified to come to the front lobby.

CELL PHONE POLICY

You are not allowed to leave your workstation to make or receive phone calls during working hours. If you receive an emergency call, the staff will notify you. Cell phones are to remain off and kept in your pocket or purse during work hours. You may use your cell phone during breaks and lunch periods only. AbilityWorks is not responsible for lost, stolen or damaged cell phones.

SAFETY

It is our intent to provide a safe and healthy work environment for our clients. A few basic common-sense rules of safety on the job are:

1. Observe safety procedures, particularly those regarding operating equipment.
2. Know how to do your assigned tasks properly and safely. Do not try to do work you are not qualified to do. If you have any questions or need more training, ask for assistance before proceeding.

3. Always pay attention to your work and do not allow yourself to be distracted. Accidents can happen quickly when you are not concentrating on your task(s).
4. Never operate equipment or perform tasks other than those assigned.
5. Watch for unsafe conditions. Please report defective equipment, hazardous chemicals, wet floors, and other unsafe conditions to your instructor.
6. If you are injured, notify your instructor immediately.
7. Always wear the personal protective equipment that is required to do your tasks safely.

AbilityWorks has an active safety program that includes emergency drills. Drills are held to prepare you and staff members on what to do in an emergency. Please do what your instructor tells you during all drills. The staff at AbilityWorks have been trained in first aid. You should report all accidents/injuries to your instructor as soon as it happens. If you are injured, first aid will be given and if needed, you will be sent to a local hospital for further treatment. You must follow all safety rules in using equipment and in performing work.

Safety rules will be posted in the work areas.

PAYROLL PRACTICES

As part of your program, you will perform real work on subcontracts provided by local industries. Your pay will be based on productivity and calculated on the prevailing wage paid by local industry for similar types of work along with a guarantee of earning the federal minimum wage per hour, at least.

Standard deductions are made from your check for Federal and State taxes based on completed tax forms. Child support, garnishments, and/or court order deductions will be made from your payroll check if those orders are received.

The payroll period for AbilityWorks is for two weeks. The payroll period begins at 12:01 a.m. on Wednesday and ends two weeks later at midnight on Tuesday. Payroll checks are issued every two weeks on Friday at the end of the day. If you work over forty (40) hours in the workweek you will receive overtime pay calculated at one and one-half times the federal minimum wage.

FRINGE BENEFITS

AbilityWorks provides Workers' Compensation on all clients. If you are hurt while at AbilityWorks, you should tell your instructor as soon as it happens so that you can be provided with medical help and Workers' Compensation reports can be completed and submitted. The federal government sets fringe benefits for clients working on federal contracts.

UNEMPLOYMENT COMPENSATION

Clients of AbilityWorks are **NOT** eligible for unemployment compensation coverage under Mississippi Law.

GENERAL RULES

All clients of the facility are expected to observe the following rules:

1. Daily attendance (Monday-Friday). If you cannot be present, call the main office telephone number provided before 8:00 a.m. and advise staff of the reason for your absence. A statement from your doctor is required for the absences due to sickness.
 - When you are absent due to illness for three consecutive workdays, you must have your physician complete a release form with any limitations and forward it to the workshop before returning.
 - You are to notify your instructor and your evaluator of any appointments you may have (medical, housing, school, assistance, etc.) at least a day ahead of time. Documentation of the appointment could be required.

DAILY SCHEDULE*:
(Monday – Friday)

	Start of workday - Punch your timecard and report to instructor for job assignment.
	15-minute morning break
	30-minute lunch break
	Clean work area and prepare to leave
	Punch your timecard and depart from facility

**** Each AW location independently sets its work hours, typically between the hours of 8:00 AM to 5:00 PM***

2. Return to your workstation promptly after all breaks.
3. Food and drinks are allowed only in the break areas during break periods.
4. Use of tobacco products (cigarettes, vapes, etc.) is only permitted in the designated areas.

5. No artificial noisemakers are allowed in the workshop (i.e. radios, headsets, I-pods, Bluetooth devices, etc.) We strongly discourage these from being brought to the facility and will not be responsible if lost or stolen.
6. Personal phone calls are not allowed except during break times. Cell phones must be off when on the work floor.
7. Cleanliness is a **MUST**. Clients are to bathe and wear clean clothes each day they report to the facility. **Remember: appearance on the job is important.**
8. AbilityWorks does not store or give out medicine of any kind. You are responsible for keeping up with and taking your medicine in the right way.
9. Clients should wear clothing appropriate for a work setting.
 - No baggy pants or loose-fitting clothing
 - No pants that hang below the waistline exposing underwear or causing significant sagging. Pants must be worn at the proper level with a belt if necessary
 - Clothing displaying underwear or clothing that could be considered too revealing will not be tolerated
 - No tank top/muscle shirts/or halter tops
 - No open toe shoes or house shoes
 - No hair rollers or bonnets
 - No excessive long jewelry or necklaces
 - No tops revealing your abdomen
 - No miniskirts or short shorts (shorts should come to top of knees or below)

****If you report for work wearing any of the above listed clothing items, you will be sent home****

10. No horseplay or abusive language is allowed in the facility or in facility vehicles.
11. Clients should not leave their assigned workstations without staff approval. See your instructor in this event.
12. Do not operate machines unless instructed. Report to your instructor immediately upon completion of assigned tasks to get your next assignment.

You may be dismissed from the facility if the following rules are not obeyed:

1. No weapons, alcoholic beverages, or illegal drugs will be tolerated.
2. Obey all instructions and safety rules and operate machinery exactly as instructed by staff (use safety glasses, earplugs, etc. as needed.)
3. No violence or threat of violence directed at the staff or other clients will be tolerated.
4. No falsification of production information in any way.

5. Theft or damage to the property of others.
6. If you ride the van to AbilityWorks, you must ride the van home and **not** with someone else, unless permission has been granted.
7. **No** client is permitted to leave facility property on foot.

DISCIPLINARY PROCEDURE

If you are given a warning for not following any of the general workshop rules, and no improvements are observed, the following disciplinary measures will be taken for subsequent offenses:

- First Offense – Counseling and Guidance (to include a 30-minute time out if necessary)
- Second Offense - Written Contract
- Third Offense - Suspension for up to three (3) working days.
- Fourth Offense – Termination

Restrictive measures (e.g., suspension) are used only when counseling and other remedial measures have failed. The only restrictive procedure allowed prior to termination is suspension not to exceed three (3) working days for severe behavioral issues. A suspension will only be done with your knowledge and as part of your plan of services.

TRANSPORTATION

AbilityWorks, Inc. provides transportation to and from the workshop each day. It is very important that you are at your designated stop on time each day. If you are not reporting for work, you must call in by 8:00 AM. You must adhere to the van driver's rules and seat belts must be worn at all times.

POLICY REGARDING HUMAN RIGHTS

It is the intent of AbilityWorks, Inc. to relate to everyone served in a manner that will preserve the dignity and personal safety of those served.

The Department of Rehabilitation Services provides all services on a non-discriminatory basis. No individual or group of individuals is excluded from MDRS services or found ineligible for services based on sex, age, race, creed, religion, national origin, or disability. Some of your rights include:

1. Personal privacy except where your safety or that of others is in danger or where illegal acts take place.
2. Treatment with respect and dignity.
3. Input into all the help given by AbilityWorks.

4. Freedom from physical and/or mental abuse, retaliation, humiliation, neglect, financial or other exploitation.
5. The right to be provided with the highest level of service for which you are ready.
6. Physical and/or mental abuse in any form is not allowed. If you feel your rights have been violated or you have been abused in any way, you may tell your Instructor, Evaluator, Facility Manager or Regional Manager.

CLIENT INPUT

AbilityWorks staff values your opinions and ideas. There are several ways to express those.

1. Suggestion Box – Write your suggestions/complaints and place them in the box.
2. Human Rights Committee – meets quarterly to review complaints (in case of emergency, committee may meet in three days.) The committee is made up of at least 3 clients and a staff member who is the advisor. They can make suggestions and/or give complaints to the Facility Manager for action.
3. Client Management Meetings – The Facility Manager and/or Evaluator meet every other month with all clients to give them information and hear suggestions and complaints.

GRIEVANCE AND APPEAL PROCESS

Any client who is not satisfied with a decision to provide services or denial of services may file an appeal. If a client files an appeal, there will be no exploitation or retaliation, barriers to service, or any abuse against the client by the staff of AbilityWorks, Inc. The first step is to try to work it out with the Facility Manager and your Vocational Rehabilitation Counselor. If the client cannot reach a resolution with MDRS and AbilityWorks staff, they may appeal in writing to the Director of Vocational Rehabilitation at P.O. Box 1698, Jackson, MS 39215-1698 or via email at vrhearing@mdrs.ms.gov, and request either the informal dispute resolution process, a mediation, or impartial due process hearing. MDRS's Hearing and Mediation Procedures shall be furnished to the aggrieved client upon request.

PROCEDURES FOR INDIVIDUAL PERSONAL COMPLAINTS

1. Talk with your Instructor. If you are not satisfied, discuss the problem with the Evaluator.
2. The Human Rights Committee will meet quarterly and make recommendations to the Facility Manager.
3. The Facility Manager will give you the final decision.

RE-ENTRY POLICY

Any client who is placed into employment or another program and who loses the job/program slot within 60 days after entrance or employment, due to circumstance beyond their control, shall be

guaranteed priority for reentrance based upon the first available opening. All clients seeking reentrance into the program should contact your Vocational Rehabilitation Counselor.

RE-ORIENTATION POLICY

Any client who remains in the program beyond a year or if they return, will be required to attend another reorientation where the Evaluator discusses the client rights, rules, regulations, safety procedures, use of time clock, an overview of our services, and what to expect during his/her program stay. Tax forms should be reviewed as well to verify if any changes need to be made.

I have been orientated to the information in the client handbook and a copy has been provided to me. I understand my rights, input, rules/regulations, restrictive procedures, discharge procedures, grievance procedures and confidentiality.

Client Signature

Date

Evaluator

Date

Title 32: Rehabilitation Services
Part 4: AbilityWorks
Subpart 3: Non-Client Handbook

AbilityWorks, INC.
Resources that Work for Mississippi Business



Non-Client Handbook

Our Mission

ABILITYWORKS, INC. MISSION STATEMENT:

It is the mission of AbilityWorks, Inc. of Mississippi to provide an appropriate and timely program of comprehensive rehabilitation services for people with disabilities that will result in improved quality of life and employment opportunities.

AbilityWorks is one of many special programs operated by Vocational Rehabilitation to meet the needs of eligible individuals with disabilities. AbilityWorks is a work training program for individuals with disabilities.

Equal Employment Opportunity

Equal employment opportunity for all individuals regardless of race, color, creed, sex, religion, national origin, age, physical handicap, disability, or political affiliation is the policy of AbilityWorks, Inc. To ensure non-discriminatory personnel administration, AbilityWorks, Inc. promotes non-discriminatory practices and procedures in all phases of personnel administration. AbilityWorks' equal employment opportunity policy, therefore, prohibits any form of unlawful discrimination based on the forgoing and other considerations made unlawful by federal or state laws.

Non-Client Qualifications

All Non-Client employees must meet the job requirements that are listed in the AbilityWorks job descriptions.

Section 1: AbilityWorks, Inc. Employment

I. Training Period/Orientation

Every non-client employee upon entry into AbilityWorks' employment shall serve a training period based on his/her job assignment. The training period provides an effective means for the employee to learn the job responsibilities. Through supervision, AbilityWorks determines if the individual is progressing toward successful performance of the major duties of the job.

The immediate supervisor will be responsible for making any orientation arrangements for the new employee. After the initial introduction to the workplace and to fellow staff members, the supervisor will take the new employee to the designated staff person who will have him/her to complete all the required payroll forms including the Employment Eligibility Verification (I-9) form.

The immediate supervisor shall be responsible for any production or general AbilityWorks orientation. The supervisor will explain the time reporting process and the Performance

Appraisal system and provide the new employee with a complete set of duty statements or job description. Non-client employees whose positions are covered by the U.S. Department of Transportation's drug testing requirements will receive formal training in this area and a copy of AbilityWorks' drug testing policy.

AbilityWorks employees will receive training in the following areas:

- Cultural Diversity
- Sexual Harassment,
- Managing individuals with violent & aggressive behaviors
- CPR (including defibrillator operation)
- First Aid
- Bloodborne Pathogens/Infectious Diseases
- Fire Suppression,
- Defensive Driving
- Proper lifting techniques
- Forklift Driving/Safety

II. Work Schedules/Performance

All AbilityWorks, Inc. employees shall be provided with a copy of their work schedule and hours by their immediate supervisor. Full-time AbilityWorks non-client employees will normally work a total of forty (40) hours per week.

The work schedules of non-client employees are subject to reduction or change with or without formal notice to meet or respond to increasing or decreasing contract demands of AbilityWorks customers/contracting office. At any point AbilityWorks does not have adequate work to address the needs of clients, a reduction in force for non-clients will be implemented based upon the respective contract work area, work skills, credentials, and work performance, and conduct record of the employee.

Non-client employees are expected to perform assigned duties during the full schedule for which compensation is being received.

Non-client employees are expected to meet established performance standards. Any conditions or circumstances in the work environment which prevent the employee from performing effectively are to be reported immediately to the supervisor.

III. Attendance

Non-client employees are expected to report to and leave work at the time designated by either the Facility Manager or Production Manager. Planned lost time is to be arranged, in advance, with the employee's immediate supervisor. Unexpected lost time is to be reported promptly to the supervisor prior to the beginning of the employee's work period.

IV. Performance Appraisals

Performance Appraisals are designed to reward employees for successful job performance, to promote understanding between employees and supervisors, to correct inadequate performance, and to identify training needs.

Performance Appraisals are to be administered in a fair manner. Only job-related and performance-related factors are to be considered. The performance goals/expectations for the non-client employee should be established in writing between the employee and his/her immediate supervisor within fourteen (14) days of the hire date.

Performance Appraisals are to be conducted annually, at a minimum, by the non-client employee's immediate supervisor.

V. Promotions

Promotions may be given as merited by the non-client employee's job performance and in accordance with the personnel needs of AbilityWorks.

VI. Resignations

A non-client employee who desires to terminate employment with AbilityWorks should submit a written resignation to either the Facility Manager or Production Manager at least ten (10) working days before his/her final workday.

VII. Termination at Will

A non-client employee may be dismissed with or without cause or notice, at any time during employment at AbilityWorks and for any reason other than for discriminatory purposes.

VIII. Grievance/Appeal Procedure

Non-Clients do not have the right to appeal their employment status. Any other grievances can be taken to their immediate supervisor. If an employee is not satisfied with the result, it can be appealed to the facility manager. The facility manager will make the final decision.

Employees have three days to file any grievance with their supervisor. If employees want to appeal to the facility manager, they have five days to appeal.

Section 2: AbilityWorks, Inc. Work Environment

I. Drug Free Workplace Policy

It is AbilityWorks, Inc. policy to provide a drug-free work environment for our clients and our employees as mandated by the Drug-Free Workplace Act of 1988. You must agree not to unlawfully make, possess, use, hand out, buy, sell, or be under the influence of illegal drugs or controlled substances. You must also agree to provide notice to any criminal conviction for a drug-related offense. Your notice must be provided within five (5) days after the conviction. If you are working on a SourceAmerica contract, the contracting officer at that location will be notified within ten (10) days of your conviction.

Because the unlawful presence of illegal drugs or controlled substances in the workplace jeopardizes your health and safety, as well as the health and safety of other employees, our customer and/or members of the public, the employee in violation of this policy will be removed and/or terminated from employment.

II. Drug Screening

It is the policy of AbilityWorks, Inc. to follow the guideline set forth in the AbilityWorks, Inc. of Mississippi Drug and Alcohol Testing Policy and Procedures. In the event of reasonable suspicion as provided in the policy, you will agree to submit to drug and/or alcohol testing and fully understand that the presence of detectable traces of any drugs and/or alcohol as defined in the policy may result in disciplinary action or termination from employment. You understand that failure to submit to testing or submit a specimen for testing will constitute grounds for termination of your employment with AbilityWorks, Inc.

If you need help with a substance abuse problem, contact one of the organizations listed below:

- *your local health department
- *hospital
- *mental health center
- *social service agency
- *National Cocaine Hotline 1-800-COCAINE
- *National Institute on Drug Abuse Hotline 1-800-662-HELP

III. Weapons Policy

It is the policy of AbilityWorks, Inc. that weapons of any kind, concealed or not, are prohibited on our premises. Individuals who intentionally, knowingly or unknowingly carry a weapon on the premises are subject to immediate termination from employment with AbilityWorks, Inc. Weapons include, but not limited to: pocketknife, hand guns, razors, pistols, etc.

IV. Workplace Violence Policy

It is the policy of AbilityWorks that threats, threatening behaviors or acts of violence against staff, co-workers, customers, visitors, guests, or other individuals while on our premises are not tolerated. Those who violate this policy will be terminated and may be subject to prosecution.

V. Sexual Harassment

All AbilityWorks, Inc. clients, non-clients, and state employees expect a workplace free from sexual harassment. Sexual harassment may consist of requests for sexual favors, unwelcome sexual advances, threats, actual bodily contact, or other deliberate verbal or physical conduct of a sexual nature. Such behavior is unacceptable within the scope of employment at AbilityWorks, Inc.

Reporting any incidents of sexual harassment should be directed to your immediate supervisor or to the AbilityWorks Facility Manager.

Charges of sexual harassment against you will result in your employment being terminated from AbilityWorks and you may face legal prosecution. Should you file a charge of sexual harassment you will not face any financial, other exploitation, or any retaliation.

VI. Prohibition on Retaliation (Whistle Blower Actions)

It is the duty of each non-client employee to ensure the efficient and effective performance of the AbilityWorks system. Therefore, any non-client employee reporting any wrongdoing, such as, but not limited to excess waste, abuse, fraud, and illegal activities will be protected from retaliation from supervisors and/or AbilityWorks' management.

VII. Confidentiality/Building Access Policy

Participation in the community rehabilitation program at AbilityWorks, Inc. is confidential. No disclosure of client participation shall ever be made without the express permission of the clients themselves. At no time should anyone other than MDRS employees, AbilityWorks, Inc. employees, or current clients be on the production floor of AbilityWorks, Inc.

Only visitors authorized by either the Facility Manager or Production Manager are allowed on the work floor, such as repair persons, etc. All visitors must come to the front lobby of AbilityWorks, not the back of the work floor. Former clients are not allowed to go onto the work floor to visit.

At any time, you witness someone on the work floor who is not authorized to be there, please escort them to the front lobby of AbilityWorks, Inc.

VIII. Visitor Policy

If you have a visitor at AbilityWorks, they are to report to the front office of AbilityWorks and you will be paged to come to the front lobby. Visitors should not enter through the doors on the work floor.

IX. Cell Phone Policy

You may make calls on your cell phone during your lunch break outside in the break area. Do not make or receive calls in the building as it is distracting to the learning process for our clients. If you need to make an emergency call, you may use a phone belonging to AbilityWorks with the permission of your supervisor. If your family needs to contact you in the event of a family emergency, they may call the office. The phones at AbilityWorks are for business purposes only, therefore personal calls are allowed only with the permission of your supervisor.

X. Safety

It is our intent to provide a safe and healthy work environment for our clients, our staff, and our customers. A few basic common-sense rules of safety on the job are:

- (1) Observe safety procedures, particularly those regarding operating equipment.
- (2) Know how to do your job properly and safely. Do not try to do work you are not qualified to do. If you have any questions or need more training, ask for assistance before proceeding.
- (3) Always pay attention to your work and do not allow yourself to be distracted. Accidents can happen quickly when you are not concentrating on your job.
- (4) Never operate equipment or perform tasks other than those assigned.
- (5) Watch for unsafe conditions. Please report defective equipment, hazardous chemicals, wet floors, and other unsafe conditions to your immediate supervisor.
- (6) If you are injured on a job, notify your supervisor immediately.
- (7) Always wear the personal protective equipment that is required to do your job safely.

AbilityWorks has an active safety program that includes emergency drills. Drills are held to prepare clients and staff for what to do in emergency situations. Please do what your supervisor tells you during all drills. The staff at AbilityWorks have been trained in first aid. You should report all accidents/injuries to your supervisor as soon as it happens. If you are injured, first aid will be given and if needed, you will be sent to a local hospital for further treatment. You must follow all safety rules in using equipment and in doing work.

Safety rules will be posted in the work area.

Section 3: AbilityWorks, Inc. Payroll Practices

I. Pay Period

The pay period begins at 12:01 a.m. on Wednesday and ends two weeks later at midnight on Tuesday.

II. Overtime Wages

In the event an employee works more than forty (40) hours during the established workweek, he/she will be paid for any excess hours at a rate equal to one and one-half times his/her regular pay for these hours. All overtime hours must be approved by either the Facility Manager or Production Manager.

III. Paycheck Stub

Attached to each non-client employee's paycheck is a stub that provides useful information for personal records. The paycheck stub may consist of the following:

1. Date – the actual day the payroll check is issued.
2. Net Amount – the amount of any pay remaining after all mandatory deductions have been subtracted.
3. Federal Tax – the amount of federal income tax withheld from the gross earnings; depends upon the salary and how many dependents are claimed each year by the employee.
4. Social Security Tax (FICA) – the social security tax is deducted from each employee's paycheck at a fixed rate set by federal law.
5. State Tax – the amount of state tax withheld from the gross earnings; depends on the salary and how many dependents are claimed each year by the employee.
6. Fringe Benefits – the amount designated by federal contract for the employee to use to purchase his/her own health insurance (only applies to those non-clients working on SourceAmerica contracts).
7. Gross Pay – total pay before deductions.
8. Hours Worked – includes regular hours worked during the pay period and overtime hours.
9. Insurance – for employees with insurance benefits through AbilityWorks, Inc.

Standard deductions are made from your check for Federal and State taxes and Social Security. Child Support, garnishments, and/or court order deductions can be made from your payroll check.

IV. Pay Days

Pay Days are every other Friday.

Section 4: AbilityWorks, Inc. Employee Benefits

I. Unemployment Compensation

If a non-client employee loses his/her job at AbilityWorks, that individual may be eligible for unemployment compensation.

II. Worker’s Compensation

A non-client employee who is injured on the job may be entitled to worker’s compensation benefits. If an employee is injured, no matter how minor the injury, the employee should report this to the supervisor immediately.

III. Health and Welfare Benefits

Employees who work on federal contracts are provided health and welfare benefit payments in accordance with federal contract requirements.

IV. Holidays

Employees of AbilityWorks shall receive regular pay for five (5) holidays. These paid holidays are:

- New Year’s Day.....January 1st
- Independence Day..... July 4th
- Labor Day.....1st Monday in September
- Thanksgiving Day.....4th Thursday in November
- Christmas Day.....December 25th

If any paid holiday falls on a Saturday or Sunday, the following Monday may be observed as a paid holiday. Extra days may be given at the discretion and approval of the AbilityWorks Corporate Board.

Employees who work on federal contracts are provided holidays in accordance with the federal contract requirements. These paid holidays are:

- New Year’s Day.....January 1st
- Martin Luther King Jr. Day.....3rd Monday in January
- President’s Day.....3rd Monday in February
- Memorial Day.....4th Monday in May
- Juneteenth.....June 19th
- Independence Day.....July 4th
- Labor Day.....1st Monday in September
- Columbus Day.....2nd Monday in October
- Veteran’s Day.....2nd Monday in November
- Thanksgiving Day.....4th Thursday in November

Christmas Day.....December 25th

When it is essential for a non-client employee to work on an official holiday, either the employee shall earn his/her regular hourly rate for the time worked or be given the option of taking time earned off during the established workweek.

V. Military Leave

Non-client employees shall not be reimbursed for time lost due to military duty, but may request personal/sick leave for this purpose.

VI. Leave of Absence

Requests for leave of absence should be submitted to the non-client employee's immediate supervisor and shall be considered on an individual basis, and may or may not be granted, due to the circumstance(s).

VII. Leave Benefits

Non-client employees, full and part-time, shall be granted personal/sick leave and are covered under the Family Medical Leave Act (FMLA).

A. Personal/Sick Leave

Non-client employees are eligible for ten (10) days total personal/sick leave commencing one (1) year from the first day of employment. These ten (10) days can be used for vacation and/or sick leave. AbilityWorks non-client employees hired prior to the effective date of this handbook will maintain any personal/sick leave days previously agreed upon.

Personal/sick leave shall be taken during the state fiscal year it is awarded and will not accumulate. AbilityWorks non-client employees will be paid at the end of each state fiscal year (June 30) for any unused leave time. When foreseeable, leave should be requested prior to being taken and approved by the immediate supervisor. When circumstances prevent prior notice, the employee should notify his/her immediate supervisor prior to the beginning of his/her assigned work period.

If an employee is absent due to an illness or injury for more than three (3) consecutive workdays, the employee is required to provide certification from his/her health care provider prior to returning to duty stating he/she is able to resume work.

Part-time employees will be given pro-rated leave benefits based on the number of hours worked.

B. Family Medical Leave Act (FMLA) Leave

An employee shall be considered for FMLA leave when he/she has been absent from work for a serious health condition (as defined later in this section) for more than three (3) consecutive workdays. This includes absences for a serious health condition for the employee as well as an immediate family member(s) (i.e.; parent, spouse, son or daughter). A medical certification is required from a health care provider to support FMLA leave requests. Attendance records should designate FMLA leave, when applicable, and an employee's failure to follow FMLA policy will be subject to disciplinary action.

A serious health condition is defined as follows:

An illness, injury (including on-the-job injuries), impairment, or physical or mental condition that requires in-patient care in a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider for a chronic or long-term health condition that is incurable or so serious that if not treated would likely result in a period of incapacity of more than three (3) consecutive workdays or for prenatal care; or any period of incapacity requiring absence from work of more than three (3) consecutive workdays, that also involves continuing treatment by (or under the supervision of) a health care provider.

- **Qualifications**

The Family Medical Leave Act entitles eligible non-client employees to take up to twelve (12) weeks of **unpaid, job-protected leave** during any twelve (12) month period for the following family and medical reasons:

- A. for the birth or placement of a child for adoption or foster care;
- B. to care for an immediate family member with a serious health condition;
- C. to take medical leave when the employee is unable to perform the functions of the employee's position because of a serious health condition.

The FMLA leave period for all AbilityWorks non-client employees shall coincide with the state fiscal year (July-June).

- **Eligibility**

An eligible non-client employee is one who has been employed by AbilityWorks for at least twelve (12) months and has worked for at least 1250 hours over the prior twelve (12) months.

- **Notice to AbilityWorks**

When the necessity for leave is foreseeable based on an expected birth or placement, the employee shall provide AbilityWorks with no less than thirty (30) days notice before the date the leave is to begin and of the employee's intention to take leave under FMLA. The exception being when the date of birth or placement requires to begin in less than thirty (30) days, the employee shall provide such notice as is practicable.

When the necessity for leave is foreseeable based on planned medical treatment, the employee:

- A. shall make a reasonable effort to schedule the treatment so as not to unduly disrupt the operations of AbilityWorks subject to the approval of the health care provider of the son, daughter, spouse, or parent of the employee, as appropriate; and
- B. shall provide AbilityWorks with no less than thirty (30) days' notice before the date the leave is to begin and of the employee's intention to take leave, under FMLA. The exception being when treatment is to begin in less than thirty (30) days, the employee is to provide such notice as is practicable.

If the employee fails to give thirty (30) days' notice for foreseeable leave with no reasonable excuse for the delay, AbilityWorks may deny taking FMLA leave until at least thirty (30) days after the date the employee provides notice to AbilityWorks of the need for FMLA leave.

AbilityWorks may require periodic reports from an employee on FMLA leave regarding the employee's status and intent to return to work. If the employee provides a statement of intent to return to work, and the statement is qualified, he/she is entitled to leave and maintenance of health/wellness benefits (provided to those non-client employees working on SourceAmerica contracts). However, if the employee gives a notice of intent not to return to work, AbilityWorks' obligations to provide health benefits (where applicable) and to restore the employee ends at this point.

- **Intermittent Leave or Leave on a Reduced Leave Schedule**

Family leave for childbirth, adoption, or foster care may not be taken intermittently or on a reduced leave schedule. Leave to care for a seriously ill family member or due to the employee's own serious health condition may be taken intermittently or on a reduced schedule whenever medically necessary.

If an employee requests intermittent leave, or leave on a reduced leave schedule, that is foreseeable based on planned medical treatment, AbilityWorks may require

the employee to transfer temporarily to an available alternative position for which the employee is qualified with equivalent pay and benefits that better accommodate recurring periods of leave than the employee's regular employment position.

Only the time taken as FMLA leave may be charged against the employee's leave entitlement when leave is taken intermittently or on a reduced schedule. For part-time employees and those who work variable hours, the FMLA leave entitlement is calculated on a pro-rated basis by comparing the new schedule with the employee's normal schedule.

- **Outside Work**

A non-client employee may not work on another job while on FMLA leave.

- **Medical Certification**

AbilityWorks requires a medical certification from a health care provider to support FMLA leave requests either to care for an employee's seriously ill family member, or for leave due to a serious health condition that makes the employee unable to perform the functions of his/her job. The employee must provide such certification within fifteen (15) calendar days, unless it is not practicable to do so under the circumstances. The certification provided will be sufficient if it states:

1. the date the serious health condition commenced;
2. the probable duration of the condition;
3. the appropriate medical facts within the knowledge of the health care provider regarding the condition;
4. for purposes of leave to care for an immediate family member who is seriously ill . . . a statement that the employee is needed to care for the son, daughter, spouse, or parent, and an estimate of the amount of time that such employee is needed to care for such son, daughter, spouse, or parent;
5. in the case of an employee's serious health condition: a statement that the employee is unable to perform the functions of his/her position;
6. in the case of certification for intermittent leave or leave on a reduced leave schedule for planned medical treatment, the dates on which such treatment is expected to be given and the duration of such treatment.

If AbilityWorks has reason to doubt the validity of the certification, it may require at its own expense, the employee to obtain the opinion of a second health care provider (not regularly employed by the state) designated or approved by AbilityWorks.

If the second opinion differs from the original certification, AbilityWorks may require, at its own expense, an opinion from a third health care provider approved jointly by AbilityWorks and the employee. The opinion of the third health care provider concerning the information previously certified shall be considered final and shall be binding on AbilityWorks and the employee.

AbilityWorks may require, at its own expense, that the employee obtain subsequent recertification on a reasonable basis.

- **Restoration**

Non-client employees are entitled to be restored to their positions after returning to work:

1. The employee will be entitled to be restored by AbilityWorks to the position held by the employee when the leave commenced, OR the employee will be entitled to be restored to an equivalent position with equivalent benefits, pay status, and other terms and conditions of employment.
2. The employee will not lose any employment benefits accrued prior to the date on which leave commenced.
3. The employee will not accrue any employment benefits during a period of leave without pay.
4. The employee will not be entitled to any rights, benefits, or position of employment other than any which the employee would have been entitled to had the leave not been taken.

- **Substitution of Paid Leave**

AbilityWorks requires the employees to use all paid personal/sick leave concurrently with FMLA leave. Personal/sick leave shall be utilized until exhausted. At that time, the employee will be on FMLA leave without pay status. Worker's Compensation leave may also run concurrently with FMLA leave.

- **Maintenance of Benefits**

At the end of an employee's FMLA leave, benefits must be resumed in the same manner and at the same levels as provided when the leave began and subject to

any changes in benefit levels that may have taken place during the period of FMLA leave affecting all AbilityWorks non-client employees. Upon returning from FMLA leave, an employee cannot be required to requalify for any benefits the employee enjoyed before FMLA leave began.

An employee is not entitled to accrue any additional benefits or seniority during unpaid FMLA leave. Benefits accrued at the time FMLA leave began must be available to an employee upon return from leave.

- **Return to Duty from FMLA Leave**

As a condition to return to duty, the employee is required to provide certification from his/her health care provider stating the employee is able to resume work.

- **Record Keeping Procedures**

Non-client employees are to be informed every 6 months of the amount of personal/sick leave that has been currently used. An employee may, however, request at any time a report of his/her leave balance. FMLA leave records will be maintained for a minimum of three (3) years.

Section 5: AbilityWorks, Inc. Work Rules/Employee Expectations

All non-client employees of AbilityWorks, Inc. are expected to observe the following:

- Daily attendance (Monday-Friday). If you cannot report to work, you are to call the main office number or your supervisor's cell phone before your scheduled work time and advise your supervisor of the reason for your absence.
 - When you are absent due to illness for four(4) consecutive workdays, you must have your physician complete a release form with any limitations and give it to your immediate supervisor before returning to work.

AbilityWorks' Work Schedule*:

(Monday-Friday)

- 8:00 AM- 3:30 PM.....Regular Work Hours
**hours subject to change*
- 10:00 AM to 10:15 AM.....Morning Break
- 12:00 PM to 12:30 PM.....Lunch
- 2:00 PM to 2:15 PM.....Afternoon Break

**** Each AW location independently sets its work hours, typically between 8:00 AM and 5:00 PM.***

- Eating and drinking are allowed only in the break areas during break periods.
- Use of tobacco products is not permitted in the facility.
- **SMOKING:** The designated area for smoking is outside. Smoking is not allowed in the building.
- **MEDICATION:** AbilityWorks does not store or give out medicine of any kind. You are responsible for keeping up with and taking your medicine.
- NO iPods, MP3 players, headphones, bluetooth devices, and/or any other type of music device will be allowed in the work areas. AbilityWorks, Inc. strongly discourages these items from being brought to the facility and will not be responsible if lost or stolen.
- No horseplay or abusive language is allowed in the facility or in facility vehicles.

****NOTE:** The Dress Code below may be modified at the AbilityWorks' location when necessary due to the type of contract work at each location.

The following dress code should be followed: All Non-Client employees are to wear clothing appropriate for the work setting. Cleanliness/neatness is an expectation of all employees at AbilityWorks, Inc.

DRESS CODE

- No baggy pants or loose-fitting clothing
- No pants that hang below the waistline exposing underwear or causing significant sagging. Pants must be worn at the proper level with a belt if necessary.
- Clothing displaying underwear and/or clothing that could be considered too revealing will not be tolerated
- No tank top/muscle shirts/halter or tank tops
- No open toe shoes or house shoes
- No do-rags, hair-rollers, or bonnets
- No excessive long jewelry or necklaces
- No miniskirts or short shorts (shorts should come to top of knees or below)
- No halter-tops/tank tops

The following includes but is not limited to the minimum expectations that AbilityWorks, Inc. has for all non-client employees:

1. Non-client employees should report to AbilityWorks at their scheduled work time. Employees should not enter the work area or punch the time clock no earlier than five (5) minutes prior to their scheduled start time.
2. Non-client employees should report to AbilityWorks on all scheduled workdays unless otherwise instructed or notified.
 - If you cannot attend, you should call the AbilityWorks Facility Manager or Production Manager prior to start time.

- Absence from work for vacation time or other personal time must be requested on a leave request form and approved by the AbilityWorks Production Manager and Facility Manager.
3. Non-clients should not make any personal calls during their work time. All personal phone calls should be made during breaks and lunch time frames.
 4. Failure to notify the AbilityWorks Production Manager prior to absence from work unless a clear and/or severe medical situation exists will be considered a disciplinary offense.
 - If an employee is absent for one day without notice this will result in a reprimand.
 - Failure to report to work or call your immediate supervisor for three consecutive days of absences will result in employment termination.
 5. Non-client employees should promptly follow all instructions from their immediate supervisor and/or all other AbilityWorks staff.
 6. Non-clients will be assigned to tasks or work areas as needed and required to meet the production or work schedules of AbilityWorks, Inc. Work assignments may and will be changed with or without formal notice.
 7. Non-clients should not bring weapons, alcoholic beverages, or illegal drugs of any kind on the premises of AbilityWorks, Inc. Non-clients should not threaten or in any way cause harm to other co-workers, AbilityWorks staff, or clients. Any discrepancy in this area will result in immediate employment termination.
 8. Non-clients will operate equipment in accordance with established procedures to avoid damages to products or equipment and most importantly, not to cause an accident. Non-clients are responsible for the care of equipment/product given to them for their work. Abuse of equipment or product or theft of product will result in disciplinary action or termination of employment.
 9. Abuse of work time by non-clients will not be permitted. Non-clients should report to their immediate supervisor once an assigned task is completed. Non-clients should always be working productively.
 10. Non-clients should report back to their workstations promptly following breaks and their scheduled lunch period.
 11. AbilityWorks non-clients may not ride or drive AbilityWorks' vehicles for personal use.
 12. Some contracts of AbilityWorks, Inc. locations require security clearance for the Non-client employees. Where this is required, Non-clients must have and maintain a criminal free record, which includes absence of misdemeanors/felonies in order to meet

federal security requirements. Non-clients must report to either the Facility Manager or Production Manager within 48 hours any arrests which would affect their security status. The Security office of the contract has final authority on security clearance.

13. Non-clients must maintain strict confidentiality of all client information in their possession. Non-clients must treat clients with respect and professional courtesy. Non-client employees are expected to treat anyone (i.e.: customers, vendors, co-workers, counselors, repairmen, etc.) they encounter with respect while on duty.
14. No fraternization with clients AND no selling/buying any items from/to clients on the property.
15. Non-clients who serve as authorized drivers must have and must maintain a safe driving record/proper licensure in compliance with the AbilityWorks, Inc. Fleet Policy. Non-clients who serve as authorized drivers must ensure that all clients adhere to the AbilityWorks' van rider policy.
16. Theft of or damage to the property of AbilityWorks, Inc.'s personnel, contractors, or visitors may result in immediate employment termination.
17. Falsification of work documents, employment documents or records of AbilityWorks, Inc., or records related to any AbilityWorks' contract may lead to immediate employment termination. (ex: time card, production record, etc).
18. Non-client employees must complete all required documents accurately and on time.
19. Unauthorized access, use or abuse of computer/hardware programs and/or phone equipment and phone service may lead to immediate employment termination.

NON-CLIENT FAILURE TO MEET ABILITYWORKS' EXPECTATIONS/WORK RULES

The failure to meet any of the above-listed expectations or work rules will result in a disciplinary reprimand. Three (3) reprimands from the above listed expectations or work rules within a calendar year will result in employment termination.

AbilityWorks, Inc.
Non-Client Employee Certification Statement

By my signature below, I certify receipt of the AbilityWorks, Inc. Non-Client Handbook.

Also, I certify that I understand the importance of reading and becoming familiar with the contents of the handbook, and that this certification will be filed in my personnel file permanently.

Also, I certify that I have read and understand the AbilityWorks, Inc. Work Rules, Employee Expectations and Confidentiality of Information. I understand that I must meet all the work rules/employee expectations or be subjected to disciplinary action and/or termination.

Non-Client Employee name (Print)

Non-client employee signature

Date

AbilityWorks Staff Member

Date